

This Privacy Notice has been written to inform members of the public who purchase NY Highways MOT Service about what we do with your personal information. This Notice may be subject to change.

Who are we?

NY Highways is a 'Data Controller' as defined by Article 4 (7) of UK GDPR. This means that we determine the purposes for which, and the manner in which, your personal data is processed. We have a responsibility to you and your personal data and will only collect and use this in ways which are compliant with data protection legislation.

NY Highways has appointed Veritau Ltd to be its Data Protection Officer (DPO). The role of the DPO is to ensure that the organisation is compliant with UK GDPR and to oversee data protection procedures. Veritau's contact details are:

Data Protection Officer

Veritau Ltd

County Hall

Racecourse Lane

Northallerton

DL7 8AL



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What information do we collect?

The categories of information that we collect, hold and process include the following:

- Personal details, including name, and contact information.
- Vehicle details including registration plate.
- Financial information to process the payment of the service such as your card details.

Why do we collect your personal data?

We use the information we collect:

- To provide you with our MOT Service.
- To provide technical and administration support in relation to our service.
- To effectively respond to your query or request.
- To process feedback and improve our services.
- To process any complaints.

What is our lawful basis for processing your information?

NY Highways relies on the following lawful basis to process your personal data:

UK GDPR Article 6(1)(b) Contract and Article 6(1)(f) Legitimate Interest.

To rely on the Legitimate Interests lawful basis, it is essential that we balance our organisation's interests against the rights and freedoms of individuals. Therefore, we only rely on Legitimate Interests when we are using your data in ways you would reasonably expect.

Who do we obtain your information from?

The information we process will be obtained directly from you and information relating to your vehicle is obtained from the DVSA.

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Who do we share your personal data with?

In order to deliver services to you it may be necessary for us to share elements of your personal data with the following organisations:

- DVSA

We may also share information with other third parties where there is a lawful basis to do so. For example, we sometimes share information with the police for the purposes of crime detection or prevention.

We may share your personal data with service providers who provide IT and system administration services, or who store data on our behalf. We ensure that data processing contracts are in place with any service providers ensuring compliance with the relevant data protection legislation.

How long do we keep your personal data for?

We will retain your information in accordance with our Records Management Policy and Retention Schedule. Any personal information which we are not required by law to retain will only be kept for as long as is reasonably necessary to fulfil its purpose.

International transfers of data

Although we are based in the UK, some of the digital information we hold may be stored on computer servers located outside the UK. Some of the IT applications we use may also transfer data outside the UK.

Normally your information will not be transferred outside the European Economic Area, which is deemed to have adequate data protection standards by the UK government. In the event that your information is transferred outside the EEA, we will take reasonable steps to ensure your data is protected and appropriate safeguards are in place.

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What rights do you have over your data?

Under UK GDPR data subjects have the following rights in relation to the processing of their personal data:

- to be informed about how we process your personal data. This notice fulfils this obligation;
- to request access to your personal data that we hold, and be provided with a copy of it;
- to request that your personal data is amended if inaccurate or incomplete;
- to request that your personal data is erased where there is no compelling reason for its continued processing;
- to request that the processing of your personal data is restricted;
- to object to your personal data being processed.

If you have any concerns about the way we have handled your personal data or would like any further information, then please contact our DPO on the address provided above.

If we cannot resolve your concerns then you may also complain to the Information Commissioner's Office, which is the UK's data protection regulator. Their contact details are below:

Phone: 0303 123 1113 or via their [live chat](#). Opening hours are Monday to Friday between 9am and 5pm (excluding bank holidays). You can also report, enquire, register and raise complaints with the ICO using their web form on [Contact us | ICO](#).

Changes to this notice

We reserve the right to change this Privacy Notice at any time. We will normally notify you of changes that affect you. However, please check regularly to ensure you have the latest version.

This Privacy Notice was last reviewed 26th June 2024.

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